

DeKalb County Board of Health

WIC Customer Service Representative 2

Position # 10131

(Salary is offered based on Education, Experience and/or Budget)

POSTED: January 13, 2022

DEADLINE TO APPLY: January 16, 2022

LOCATION: Tucker WIC Clinic - CHAPS/WIC – Floater

ORGANIZATION SUMMARY: DeKalb County Board of Health works to protect, promote and improve the health of those who live, work and play in DeKalb County. We are committed to our mission through service quality, diversity, innovation, a professional workforce and leadership. Our vision is to be the leader in creating a healthier DeKalb through information, education, empowerment, partnerships, policies and planning, quality and excellence. We invite you to come and be a part of our team. For more information about our agency please visit <https://www.dekalbhealth.net>.

WHAT WE OFFER: A generous benefits package, which includes employee retirement plan; 12 paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and childcare spending account.

DUTIES: Under general supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution. Serves as resource and provides guidance and experience to other staff. **Note:** This position is considered a “floater” and may travel/work multiple locations.

MINIMUM QUALIFICATIONS: High school diploma or GED **AND** One year of full-time work experience providing customer support or technical assistance.

PREFERRED QUALIFICATIONS: In addition to the minimum qualifications, preference will be given to applicants with front/back office experience. Any Women, Infants, and Children (WIC) experience is a plus. Bilingual is also preferred.

NOTE: Employment with the DeKalb County Board of Health is not complete or official until applicants meet all pre-employment requirements. If this position requires a college degree and you are selected for an interview, you will be required to submit official transcripts to the Human Resources Department prior to any official offer of employment.

Not Every Applicant Will Receive an Interview and Only Those Selected for an Interview Will Be Notified

Fingerprint Criminal Records Investigation Is Required



ALL APPLICANTS MUST APPLY FOR THIS POSITION AT:

www.dph.georgia.gov

(Must complete application)

AN EQUAL OPPORTUNITY EMPLOYER

If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to:

Michelle.Raines@dph.ga.gov